



ADMINISTRATIVE PROCEDURE	
<i>Approval Date</i> 2014	<i>Replacing</i> All previous policies
<i>Review Date</i> 2019	<i>Page</i> 1 of 3
<i>Contact Person/Department</i> Superintendent of Specialized Services	<i>Identification</i> BD-2081

ACCESSIBLE CUSTOMER SERVICE: NOTIFICATION OF DISRUPTION OF SERVICE

1.0 PURPOSE

Trillium Lakelands District School Board will welcome all members of the school and broader community to our facilities by committing our staff and volunteers to providing services that respect the independence and dignity of people with disabilities.

Trillium Lakelands District School Board is committed to providing an environment in all of its facilities that fosters independence, dignity and respect for parents/guardians and the general public. Further, the Board is committed to giving people with disabilities the same opportunity of access to our services in the same location and in a similar way as these services are available to all others we serve.

Such services incorporate measures that include, but are not limited to, advising the general public when there are temporary disruptions of services to assistive devices and other accessible services.

2.0 REFERENCES/RELATED DOCUMENTS

- 2.1 Ontarians with Disabilities Act, 2001
- 2.2 Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- 2.3 Accessibility Standards for Customer Service, Ontario Regulation 429/07
- 2.4 Ontario Human Rights Code
- 2.5 MFIPPA: Municipal Freedom of Information and Protection of Privacy
- 2.6 TLDSB Accessible Customer Service: Use of Assistive Devices by the General Public Procedure BD-2082
- 2.7 TLDSB Accessible Customer Service: Use of Support Person by the General Public Procedure BD-2083
- 2.8 TLDSB Accessible Customer Service: Use of Service Animals by the General Public Procedure BD-2084
- 2.9 TLDSB Accessible Customer Service: Monitoring and Feedback on Accessible Customer Service Procedure BD-2085

3.0 TERMS AND DEFINITIONS

3.1 DISRUPTION OF SERVICE

As members of the general public, people with disabilities may rely on certain facilities, services, or systems in order to access the services of the school or board offices. Escalators and elevators, for example, are important to people with mobility disabilities because that may be the only way that they can access the premises.

Other systems and services designed to meet the needs of people with disabilities can include accessible washrooms, amplification systems, and note-taking or TTY services. When those facilities or services are temporarily unavailable, or if they are expected to be temporarily unavailable in the near future, a notice of disruption is required.

Generally disruptions to all Board services, such as during a major storm or power-outage, do not require this special notice. However if the disruption has a significant impact on people with disabilities, a notice of disruption should be provided.

4.0 ADMINISTRATIVE PROCEDURE

4.1 RESPONSIBILITY

4.1.1 All staff, volunteers and others dealing with the public will be trained to ensure that the users of board or school services are notified when there is a disruption in services that may have an impact on access to services by people with disabilities.

4.2 HOW MUST THE NOTICE OF DISRUPTION OF SERVICES BE PROVIDED?

4.2.1 Notice may be given by posting the information in a highly visible location at/or in, the school, or at/or in board facilities. Other options that may be used include: posting on the board and/or school websites, social media, through local media or through direct communication with users of the services in accordance with school practices.

4.2.2 Consideration should be given to providing notice in multiple formats in the most appropriate manner based upon the specific disruption and the persons affected.

4.2.3 If the disruption is planned, a notice should be provided in advance of the disruption. If the notice is unplanned, notice should be provided as soon as possible after the disruption has been identified.

4.2.4 If there is a long-term disruption that affects a person in the community who regularly attends the school or work site (e.g. a volunteer, a parent/guardian, an individual from an agency/organization etc.), the Principal, worksite manager or designate may meet with the individual to develop an alternative plan for access and/or continued participation. Where required, if the person is under 18, parental contact may need to be initiated.

4.3 WHAT MUST BE INCLUDED IN NOTICE OF DISRUPTION OF SERVICES

4.3.1 The notice of disruption of services must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

5.0 APPENDICES

5.1 Appendix A – Sample Notice



SAMPLE NOTICES

Sample 1- Access to School Building

To: Parents, Guardians and Community Users of our School

Maintenance work will make the main door of the school and the access ramp inaccessible from May 1 to May 8. A temporary ramp has been set up that gives access to the door at the east of the school building. We regret this inconvenience. If you have questions or concerns, please contact _____ at (phone number).

Thank you,

Principal

Sample 2- Accessible Washroom

To: Visitors of the Education Centre

Our accessible washroom is out of service due to a broken pipe. Repairs are underway and the washroom is expected to be useable again by tomorrow. In the interim, we have made arrangements for our visitors to use the accessible washroom at 123 Main Street, which is located next door to our premises. We apologize for this inconvenience.

Thank you,

Manager of Facility